

Student and Enrolment Services

ANNUAL REPORT 2019-2020



UNIVERSITY OF
CALGARY

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We acknowledge the traditional territories of the people of the Treaty 7 region in Southern Alberta, which includes the Blackfoot Confederacy (comprising the Siksika, Piikani, and Kainai First Nations), as well as the Tsuut’ina First Nation, and the Stoney Nakoda (including the Chiniki, Bearspaw, and Wesley First Nations). The City of Calgary is also home to the Métis Nation of Alberta, Region III. The University of Calgary is situated on land adjacent to where the Bow River meets the Elbow River, and the traditional Blackfoot name of this place is “Moh’kins’tsis,” which we now call the City of Calgary.





Student and Enrolment Services (SES) continues to nurture a community that values student engagement and helps students explore their potential.

Our units encourage student success through sharing and developing best practices, developing and maintaining programs, and supporting the academic enterprise of the University of Calgary.

We continue to align our work with the university's *Eyes High* strategy and we have done this via six thematic priorities: student success and engagement, a fair and just campus, health and well-being, inclusive community, innovation and sustainability.

The latter part of the year (March 16 onwards) was shaped by the start of the COVID -19 pandemic with constraints on in-person activities, gathering and work. The team did a stellar job in ensuring students could continue to access services and supports they needed remotely. It stretched us all in terms of what we believed was possible but have grown professionally as a result.

As always we have much gratitude for the whole of the portfolio in putting student needs first.

Dr. Susan Barker

Vice-Provost (Student Experience)

Office of the Registrar

The Office of the Registrar serves the whole academic community at UCalgary. It oversees all aspects of the student record to help ensure compliance with academic regulations and university policies, as well protect the privacy of the student record. The team works closely with all faculties.

The office is organized into four main units: Recruitment and Admissions, Enrolment Services, Convocation, and Planning and Systems.



Overarching goals for 2019/2020

- Develop and implement a new and more sustainable approach to operational and institutional reporting of student data to meet the growing operational and stakeholder demands. This will include supporting the data governance project (multi-year).
- Develop and implement a plan to improve ability of the RO management team to support staff wellness and engagement and assist with the transition to the new space in Mackimmie Tower. Work with managers to incorporate RO service values into their goals and hiring practices for MaPS staff.
- Enhance course related SEM planning to assist with demand, scheduling and degree audit processes with the goal of improving time to completion rates (multi-year).
- Continue to support the grading scale conversion project.
- Implementation chat-bot technology for frontline services
- Continue to support students during our move to the MacKimmie Tower.

Enrolment Services

- The Enrolment Services team provides frontline support and advising to assist students with registration, finances, awards and financial aid. They oversee the adjudication of all undergraduate awards, the distribution of government student assistance, the administration of final exams and the collection of final grades.
- registrar and promote investment and development of leadership team through PD experience offered by campus community (sustainability, mental health, HR training programs, Indigenous strategy etc.)
- Improve the student experience
 - Effectiveness and efficiency of enrolment services operations through process mapping components of the student record functions, assess strengths and trends and respond
 - Align Enrolment Services priorities and resources with the university strategies, academic plan and registrar's strategic vision.
 - Enhance student experience and services through strong partnerships with the university community, increase communication and outreach of enrolment services across the university community
 - Retain, develop and reward staff
 - Explore opportunities for leadership roles beyond the office of the

Inquiries	2018-2019	2019-2020
In-person (QLess customers)	20,018	14,481*
Phones - incoming	32,008	30,842
Phones - answered	26,916	30,111
Reception	9,151	6,277
Mail	1,091	729
Drop box	2,001	1,212
Email	2,739	9,681
Fee payments processed	6,086	4,305
Statutory declarations	1,434	1,220

* Discontinued in person service March 16, 2020

Types of inquiries (phones & QLess)	2018-2019	2019-2020
Fee payment and inquiry	11,298	9,918
Transcript request	6,040	4,770
Proof of enrolment	5,044	6,520
Registration inquiry	6,782	8,600
Financial aid inquiry	5,834	4,667
Awards	1,980	1,776
Convocation	712	758
Referrals	5,114	1,854
Exams	458	451
Other/general	3,902	4,556
No code (phones)	874	762
Total	56,302	44,632

Grades and Exams	2018-2019	2019-2020
Email Communication	3,650	11,476
Deferred exams - students	1,121	1,031
Deferred exams - requests	1,531	1,402
Transcript requests	23,206	22,480
Education verifications	750	991
Extenuating circumstance withdraws	162	231
External exam centre - students		1874
External Exam Centre - requests		565

Scholarships, Bursaries and Awards	2018-2019		2019-2020	
	Number	Funding	Number	Funding
New awards established	66	\$726,815	70	\$929,686
University of Calgary and donor funds	4,906	\$17,094,807	4,269	\$17,632,110
Entrance	903	\$4,854,320	1,064	\$5,739,972
Continuing	4,003	\$12,240,487	3,205	\$11,892,138
Alberta Student Aid*	5,833	\$9,523,200	6,822	\$11,412,800
Award applications reviewed	12,990	-	13,228	-
Email responses	3,479	-	3,605	-

*ASA no longer provides reporting so number is lower than actual

Financial Aid	2018-2019		2019-2020	
	Student	Funding	Students	Funding
Student loan processing	11,834	\$159,119,568	14,235	\$153,292,314
Money Smart Workshops	24	-	632	12 events

Convocation	2018-2019	2019-2020
Students who applied to graduate	7,326	7,461
Students who graduated	7,125	7,297
Mailing/pickup requests	1,835	6,155*
Students who attended convocation	4,623	817**
Volunteers	723	192
Phone calls	2,343	546
Emails	13,396	11,001
Unclaimed parchments	420	

* Number of students who indicated mail/pick up from November 2019 (499) including the entire graduated body of both February 2020 and June 2020 (5798) minus the unclaimed parchments for this period (142). While the Feb + June 2020 group did not actually make this selection, this is the number of degrees sent out/picked up as this selection was ultimately not required to be made.

** Number of indicated students for the Nov 2019 ceremony, under the impression (used in previous statistic collection) that the number of students who stated they would attend and then do not balances with the number of walk-ins for the ceremony day.

Recruitment and Admissions

<p>The Recruitment and Admissions office is the first point of contact for future undergraduate students. Services include application and admissions advising, high school presentations, education fairs, career fairs, and application and admission workshops. Other services provided include centralized undergraduate application and admission services for domestic and international applicants, evaluation of domestic and foreign credentials for purposes of admission and transfer credit, and coordination and facilitation of requests for transfer credit agreements from other Alberta post-secondary institutions.</p>	<ul style="list-style-type: none"> Support understanding of changes throughout the RO and faculties Enable the team to monitor, flag and prioritize issues identified for change Enhanced tracking and monitoring of the admissions cycle through creating an operational dashboard Team building <ul style="list-style-type: none"> Align the teams with shared purpose, goals and targets Establish a positive team culture Create an environment of shared problem solving and generating and implementing of new ideas Support through fiscal challenges and continued applicant volume increases 	<ul style="list-style-type: none"> Student Experience <ul style="list-style-type: none"> Enhance conversion through additional targeted applicant support Enhanced tracking and monitoring of applicant status and conversion to direct recruitment activities and applicant support follow-up Review of QLESS and PureCloud to implement an enhanced data driven support model Creation of detailed communication plan with proactive messaging throughout the cycle on all platforms (PS, EZ-recruit, PureCloud, website, QLESS) Connecting with the broader community
<p>GOALS FOR 2019/20</p> <ul style="list-style-type: none"> Successfully implement the admissions renewal project <ul style="list-style-type: none"> Change management and training support for the admissions team 		

BY THE NUMBERS - RECRUITMENT

Campus Events	2018-2019		2019-2020	
	Event	Attendees	Event	Attendees
Campus Tours (All Public and Private/Recruitment ran)	271/195	979/755	156/107	658/512
Virtual 360 live campus tours (views)			2	3,415
Open House*	1	3,306	1	6,278
You at UCalgary	1	2,128	1	4,103
Application Workshops	2	112	2	56
Prospective Student Awards Workshops	2	288	2	493
Faculty Information Nights	9	777	7	991
Webinars	2	171	24	739

*Open House guests were not captured in 2019

Counsellor networking	Quantity	total reached
Newsletters	7	17,617
Number of contacts		4,631
Cunsellor Update	2	216
Counsellor Package mailouts		2,527
Counsellor Helpline calls		535

2018-2019			2019-2020	
Recruitment off-campus	Individual School Visits (ISVs)	Fairs	Individual School Visits (ISVs)	Fairs
Domestic	390	281	342	208
National Meet and Greet	4	72	2	90
National Private Student Meetings	N/A	8		68
International	231	109	238	72
International Meet and Greet	2	15	2	36
International Private Student Meetings		14	N/A	89

** Due to COVID ISV’s and Fairs for March 16- Jun 30, 2020 were cancelled or completed digitally*

*** Travel to China was restricted for Fall 2019 and Winter 2020*

**** Recruitment strategy for United States shifted away from in-person travel to digital*

2018-2019			2019-2020	
Digital Recruiting	Quantity	Number	Quantity	Number
Total leads		26,292		47,640
Total Email	16940	244,945	67569	614,084
School Finder Banner Ads		113,957		319,791 views
Social Media			190 posts	1,820,325 reach
Google Street View 360 Simulations		797,570 views		756,770 views
Student Recruitment Podcast	9 episodes	354 engagements	3 episodes	1,950 engagements
WhatsApp Account - Created March 13, 2020)				1,712
Conversion Postcard Campaign			2 campaigns	4,685 postcards
Call Campaigns EzRecruit including faculty supported		631		2,005

BY THE NUMBERS - ADMISSIONS

	2018-2019	2019-2020
Advising	Number of student conversions	
Future Student E-Mail Responses*	18,000	27,207
Admissions Emails	10,908	20,765
Drop-In Appointments**	6,521	4,477
Phone calls	30,600	32,502
Average speed to answer	7:21	4:49
Future students unique page views	2,876,607	3,162,614

**moved to regional email addresses in 2020*

*** Due to COVID appointments were on hold from March 16- Jun 20, 2020*

Systems and Reporting

This group is accountable for the planning, development and maintenance of all student and registrar systems, providing operational and strategic oversight for course scheduling, exam scheduling, and instructional space utilization. They also provide oversight on tuition and the assessment of general fees, as well as official enrolment reporting and accountability reporting to the government.

GOALS FOR 2019/20

- Direct the operations of Campus Solutions ensuring change management requests are effectively managed and implemented ensuring Campus Solutions continues to be an effective tool for the evolving needs of the university

- Provide operational reporting to support the operations of the office of the registrar
- Provide academic scheduling ensuring the optimal use of university instructional space
- Oversee the delivery of key “student” projects, ensuring human and financial resources are efficiently used

BY THE NUMBERS - SYSTEMS AND REPORTING

	2018-2019	2019-2020
Classes scheduled	7,056	6,913
Course components scheduled	11,044	11,036
Course components scheduled in central rooms	34.6%	33.4%
Calendar changes made	1,241	1,266
New courses	259	258
Deleted courses	136	136
Average campus space utilization rate (RO rooms – prime hours per week – 8 AM to 5 PM)	21.5	19.1
Average campus space utilization rate (non-RO rooms)	11.0	9.4
Ad Astra users	383	495
New reports created for scheduling	3	4
Total distinct final xxam events (computed)	144,004	146,220
Exams scheduled	1,834	1,706
Common exams	197	197
Ad-hoc room booking requests	12,348	12,705

Key achievements

Given the collaboration required to achieve the various goals across the Office of the Registrar, the achievements have been combined for the entire unit.

- Launched the new RO-SIDH site (RO, student information data hub). This site includes sections for RO staff only (operational reports) and faculty representatives across campus from admissions, awards, grades and exams to scheduling and curriculum.

- The site includes information on report ownership, as well as training materials to ensure appropriate use of the information provided.

- Created additional course enrolment reports to monitor course scheduling and registration activity. This resulted in additional sections being planned or expanded for the spring/summer to accommodate increased demand in the spring/summer 2020 terms.

- Supported the work and developed a project tool to support the establishment of new tuition rates in alignment with the new tuition framework. This included classifying all existing tuition and program fees to comply with new government reporting requirements.

- Transitions mandatory supplementary course fees to a program fees, with board approval, to align with the new provincial tuition and fees framework.

- Supported the implementation of the new tuition revenue budget model. This involved developing new tuition assessment reports by faculty, academic career and revenue sharing percentages.

- Calendar regulation reviews: Reviewed and updated calendar regulations for examinations, online courses, and embedded certificates, the creation of the RM symbol and ensuring calendar regulations aligned with new university policies.

<ul style="list-style-type: none"> Developed enrolment management practices to support the university in achieving enrolment goals. This resulted in slightly exceeded our fall 2019 undergraduate enrolment targets by 2.4% and achieving our international undergraduate target of 10% (10.3%). Supported the development of the Institutional Mandate Agreement and Performance Based Metrics. Work with the Graduate Students' Association on the implementation of the centrally supported emergency bursary program. Participated and supported the ACAT Pilot Transfer credit awarded project. Supported Data Governance processes through DGAG, the institutional data governance steering committee. Created the framework for a degree audit report based on information provided in academic requirements. <ul style="list-style-type: none"> Worked with faculties to provide feedback on regulations that could be re-worded that would allow for automation with grad lists Assisted in the development of classroom layout plans for Matheson Hall and the newly constructed Mackimmie block (Hunter Student Commons). Supported and revised policies relating to campus space. Developed draft operating procedures for the use of academic space. Created operating procedures for final examinations. Developed principles for developing admission procedures for Indigenous students in collaboration with the Vice-Provost Indigenous. Ad Astra, the registrar's academic scheduling application was further expanded across campus increasing our end users to 495 from 383 in the last review period. Further improved our exam model, reducing the number of students that have multiple exams in one day from 7,824 to 4,660. Nearly 18,000 classes and class complements were scheduled during the review period. A number of system projects were delivered including: 	<ul style="list-style-type: none"> One Stop Student billing which created an interface with Star Rez for common billing to facilitate the implementation of more effective international payments. Phase One of Admission Renewal, providing more effective automation and student communications. Concluded the tendering process for the Chatbot, which will be implemented in the next review period. Launched successful COR/FINA project to enhance student communication and encourage students' active participation in their loan borrowing, application and confirmation process. This included eliminating the loan remittance process. Completed the SIN project to collect student SINs to ensure compliance with new CRA regulations for the T2202. Actioned 162 change management requests for changes to Campus Solutions. Launched the Fall 2020 application cycle with the Admissions Renewal project to streamline processing and support increased communication to applicants. <ul style="list-style-type: none"> 3.5% overall increase in applicants; 11.5% increase in international applicants; 5% increase in Indigenous applicants. Utilized phase 1 of the admission project to support increased messaging to applicants and decreased processing timelines, which enabled a 10% decrease in overall call volume, even with COVID impacts Achieved admission targets by May 1, 2020. Piloted an online web-form to capture transfer credit requests, supporting incoming and current students' assessment of transfer credit. Hosted 89 high school counsellor's on campus for the annual counselor update (attendees from Calgary and area, Edmonton, Spruce Grove, Tsuu T'ina, and Maskwacis). Hosted first spring counsellor update 	<ul style="list-style-type: none"> (digitally), with 210 counsellors registering and 115 attending live. Engaged with the counsellor advisory group and five additional local high schools for feedback on admission processes and course (option) changes approved for fall 2022 intake. Increased attendance by 47% to faculty information night series, awards information sessions and application workshops held to encourage prospective students to join us on campus and learn about the many UCalgary opportunities. Our Google Street views hit 1.55 million views of people accessing the 3D images of our campus. Successfully mailed over 2500 counsellor packages to counsellors in Canada and the US. Successfully held Open House on campus, showcasing our campus and programs to 4,649 attendees (6,289 pre-registrants, 372 applications on the day (38% increase). Transitioned "You at UCalgary" to an online event with faculties and partners across the university community for 2400 incoming high school students from Calgary (65%), Alberta (7%), Canada (10.5%) and around the world (17.5%). The online event engaged students both live and through video replay and highlighted our programs, services and community digitally, allowing incoming students an opportunity to connect with their faculty and current students. Enhanced admitted student follow-up by mailing 'welcome to your new home' postcards to all international and out-of-province students inviting them to attend an online follow-up webinar to hear more about choosing UCalgary. Enhanced digital presence through organic and paid targeted Facebook and Instagram campaigns. Combined targeted lead purchasing and digital email campaigns to engage leads resulting in over 960 applications and 770 admitted students and 409 accepted students. Completed call campaigns to connect with 2500 incoming students and support conversion. Created virtual advising through What's App to engage prospective students and as an additional 	<ul style="list-style-type: none"> contact point for incoming students. Engaged over 1700 students in the first 3.5 months with an average of 14 messages per student. Hosted a national webinar series to engage grade 11 students in the recruitment process. Led the implementation of themed registration webinars at key points in the cycle to support student engagement. Led a successful course registration period for approximately 27,000 undergraduate students through the registration period. Developed a transition team to prepare staff for the move to MT and created welcome to your new home packages. <ul style="list-style-type: none"> Supported staff with move preparations and provided regular communications on building and move updates and ensures staff were able to provide feedback on plans, where possible. Successfully relocated all staff and operations to the new MacKimmie Tower without any downtime or disruption to student advising services. Created a new model for frontline services for enrolment services and admissions that will be implemented gradually in the tower and fully when the office moves into the new block. COVID-19 response and actions: <ul style="list-style-type: none"> In March, moved 99% of the Registrar's Office team to a work from home format including all front line operations with minimal down time. Transitioned Enrolment Services to remote advising support with a virtual reception desk via zoom to support and triage student inquiries. An adapted final examination process was established and communicated, beginning with the winter 2020 term, to ensure that instructors and students were supported in the delivery of remote assessments. Adapted the deferral of final exam process to include any type of final assessment. This deferred final assessment (DFA) process was 	<ul style="list-style-type: none"> designed to accommodate and support students and instructors as they worked through the unexpected disruption to classes caused by COVID-19 and adjusted to remote learning. Created a process for the implementation of the alternative grading system for the Winter 2020 term. Over 14,000 grades were changed to a CR as a result of this option provided to support students. Devised a process to email PDF transcripts while continuing to process paper copies for mailing at least once per week. Created the COVID 19 Emergency bursary application process to assist students with financial hardship. Supported students with proactive messaging throughout the COVID 19 pandemic to increase conversion and reduce anxiety. Added 362 late undergraduate applications to support students impacted by COVID-19. Introduced a virtual 360 guided campus tour during COVID-19 (3,415 attended). Supported various initiatives including the development of temporary admission and academic progress regulations, graduation regulations and longer term admission regulations for undergraduate student. Supported vet med with revising their 4th year schedule. Revised and updated spring/summer academic schedules to reflect the move to online learning. Revised spring/summer fees to reflect the move to online learning. Developed reports and tools to support fall course planning in alignment with the principle established by ACMT. Created Grad Packs to be mailed to all June 2020 graduates including a process for students to opt for a pick up option. Lead the development of an online graduation celebration for June 2020 graduates. The event was held on June 25. 	<ul style="list-style-type: none"> Maintained service standards for the time period, with no email response time going longer than 72 hours Increased awards available to undergraduate students: <ul style="list-style-type: none"> Schulich Leaders awards: secured four additional awards for a total of six. Established ii'taa'poh'to'p Excellence Awards and ii'taa'poh'to'p ISAP Awards in partnership with Indspire to increase funding the Indigenous students and support ii'taa'poh'to'p. Provided an additional \$90,000 for Alberta Student Aid's Indigenous Careers Award to ensure all eligible undergraduate Indigenous students received the award.
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STAFF AWARDS AND RECOGNITION

- Brian Jones – You Make a Difference Award

GRANTS OR FUNDING

- Money Smart Program – Quality Money Grant

CONFERENCES

- Higher Education Users Group (HEUG) Conference (PeopleSoft)
- WARUCC Conference
- US Federal Student Aid Training & Conference
- CASFAA Conference
- IACAC Conference
- ACAT Transfer Credit Assessment project, member
- Angelique Saweczko, Shifting Institutional Cultural Around Enrolment Planning, AACRAO SEM Conference, Dallas, Texas November 2019
- Angelique Saweczko, Developing and Implementing Service Values for the Office of the Registrar, AACRAO Annual Conference, April 2020

Student Services

The University of Calgary provides a variety of programs, supports and services to facilitate student success and leadership development, build a strong campus community, and provide opportunities for co-curricular learning.

These services include Career Services, International Student Services, Leadership and Student Engagement, the Writing Symbols Lodge, the Student Conduct Office, and the Student Success Centre.



Career Services

Career Services works to inspire students and alumni to embrace their potential and strive for excellence in their future careers. Advisors work one-on-one with students to connect passion to purpose in exploring and determining career direction.

Career Services connects employers with top talent, future leaders and innovators through a variety of programs designed to bring students and employers together for recruitment and career-related events. Career Services also manages an online job board for students and alumni to find employment, as well as co-op and internship opportunities.

GOALS FOR 2019/20

- Achieve student participation goals in the Digital Skills for Youth Program for the final year of funding.
- Increase employer engagement at career fairs through an improved employer outreach strategy.
- Develop a visual brand for Career Services and update our communication strategy to engage more students in workshops and employer events.
- Develop career resources to support Indigenous students.

KEY ACHIEVEMENTS

- Second year of delivering the Digital Skills for Youth Program through a team effort between Career Services and Continuing Education, 64 youth enrolled in fall 2019, for 122 participants over two-years.
- Career Fair registrations increased by 10% over the prior year; outreach to new contacts, primarily new Schools Districts attending the Education Fair generated the greatest result.
- Partnered with the Women's Resource Centre to deliver a joint program combining our individual conferences, Women's Leadership Conference and Women in Work programs into a very successful single day event on March 7, 2020 recognizing International Women's Day and celebrating leaders and contributors to the WRC. Despite the approaching pandemic and a spring snowstorm, over 120 participants attended

an engaging day of programming.

- Eight employer Lunch 'n Learn sessions were hosted with 60 students attending, and over 80 students attended the Indigenous Student Career Day in fall 2019. All Career Development Team members also took part in professional development training, Guiding Circles, an Indigenous approach to career development.
- Though not an original goal, the pandemic required all units to pivot quickly to online programming and Career Services was able to make this shift with remarkable speed. Our first Zoom workshops were rolled out the last week of March 2020, and the team delivered our first virtual employer information session in June 2020.

PUBLICATIONS

- Career Practitioners Are Natural Helpers, But What Happens When They Get Overwhelmed?, University Affairs, Warner S
- Pulling Together: A Collaborative Model For Student-Centred Career Support, University Affairs, Warner S and Geddes M
- Listening across cultures. FORUM Magazine, European Association for International Education, Amsterdam, the Netherlands, Gonzalez, M. Liliana
- During a pandemic: how to continue your career development and job search. LinkedIn, Gonzalez, M. Liliana

CONFERENCES

- Elevate Your Future: Graduate Student Career Management Program at Graduate Career Consortium annual meeting (virtual), Stephanie Warner

STAFF AWARDS AND RECOGNITION

- Lawrence Chan, Certificate in Career and Academic Advising

International Student Services

International Student Services (ISS) provides support services to all international students.

Specialized orientation and transition support programs and a long-standing mentorship program help students transition to life in Canada and to our campus.

The Global Friendship program connects local and international students for shared social experiences, and the Global Families program supports the spouses and children of international students.

Individual supports in ISS include advising on non-academic matters and immigration advising. ISS also works closely with other SES units that offer specialized supports for international students.

GOALS FOR 2019/20

- Continue developing responsive and high service standards for immigration advising, including ensuring web-based resources reflect accurate, updated information and advice to International students on Government immigration regulations and policy changes
- Realign organizational structure and staff responsibilities to accommodate for loss of international student advisor (immigration) position with limited impact to international students
- Assess and further develop appropriate supports systems to facilitate transition of international students from home countries to Canada
- Move event payments and registration online and implement online tracking system to more efficiently collect data
- Delivered information sessions to both staff and students on the changes impacting international students during COVID-19
- Zoom appointments were available to students who required “face-to-face” advising.
- Maintained PR services by offering online PR sessions and PR zoom appointments.
- Substantive changes made to USpeakGlobal to increase student participation and engage participants
- Onboarding for USpeakGlobal now includes training on engaging in cultural learning during language exchange experiences
- Reflection activity developed to allow participants to more fully reflect on their language learning process
- Changes resulted in conversion rate of 80% from applicant to participant (up from 50% prior year)
- Global Families worked with Active Living to fund free/low cost family activities through Active Living
- Made changes to communications strategy, including archiving prior issues of weekly student newsletter to facilitate accessibility of information for students
- Hosted Welcome Centre in Student Wellness Services Hub Space (Yamnuska Hall) to optimize location near residences and improve accessibility of service
- Introduced “Welcome Webinars” for international students throughout August and September, with 6 webinars offered
- Developed self-directed online orientation content for international students
- International mentorship program was restructured for a virtual format, and mentor/mentee matching included

KEY ACHIEVEMENTS

- Streamlined email advising processes to allow immigration advisors to focus on immigration matters for a faster response time.
- COVID-19 FAQ page was created, which allowed ISS to deliver communications on FAQs about travel, study permits and immigration policies
- Given the constant changes and updates to immigration policies, ISS landing page also added a section to update international students planning

to come to Canada during COVID-19 on any new announcements made by IRCC in a timely manner.

consideration of timezones for each student

- ISS partnered with Career Services to utilize Career Link (Orbis) to facilitate registration and payment for cost-recovery student events

PUBLICATIONS

- Cross-cultural Conceptualizations of Mental Health, Campus Mental Health Strategy Progress Event – Garrett Beatty (collaboration with Staff Wellness, Student Wellness Services, Office of Diversity, Equity and Protected Disclosure)
- GEEK Talk: Race and Gender in Pop Culture, Garrett Beatty and Keeta Gladue
- Canada, It's Complicated. Garrett Beatty and Keeta Gladue

CONFERENCES

- CBIE Webinar (April 2020): “Supporting international students dealing with isolation and loneliness during self-isolation,” Kirsty Gruber
- NASPA Webinar (June 2020): “Engaging students in summer 2020 through virtual orientation and beyond,” Kirsty Gruber
- National Citizenship and Immigration Conference, Lien Tran

Leadership and Student Engagement

The Leadership and Student Engagement office is committed to helping students thrive through offering comprehensive new student orientation programming and facilitating connections with peers through leadership, student life and community engagement programming. The LSE connects students to one another, to the campus community, and to local, national and international communities.

Through programming and initiatives, LSE provides hands-on learning opportunities for students to develop leadership skills and strengths, build intercultural competencies and deepen awareness of social justice topics. Through co-curricular volunteer experience, immersive service-learning programming, drop-in activities, and leadership and paraprofessional training, LSE supports students in their development to become engaged students, well-rounded citizens and lifelong learners. One-on-one advising is provided to students to further personal development and connect them with key co-curricular supports, technology and initiatives on campus.

GOALS FOR 2019/20

- New Student Orientation: Deliver the two-day Fall Orientation program and launch the second iteration of Online Orientation with contributions from multiple campus stakeholders; bolster Orientation Leader training; develop a critical path for all Orientation programming
- Leadership: Plan and deliver Leadership/Career Exchange conference; develop Leadership Challenge modules for students; Strengths-based Advisory Council to finalize training curriculum from first year to graduate level; strengthen the Peer Helper Program with professional development components to help students articulate and reflect upon the development of their skills and learning
- Student Life: Incorporate topics on gender, equity and diversity into Last Lecture series; deliver social programming for students in a variety of settings and across campus; deliver bookend celebratory events in collaboration with Wellness Services and various units: UCalgaryStrong

Carnival and Festival to celebrate the start and end of the year

- Involvement Portal: Continue to develop the Involvement Portal (a module in Orbis' Outcome platform) to feature students' co-curricular opportunities and determine trends and required technological and service supports and policies for the co-curricular record and related programs
- Community Engagement to refine ucalgarycares curriculum, build new community partnerships and adapt all programs from Days of Service to ucalgarycares to an online format (all programs were converted to an online format after June 2020)
- Incorporate Indigenous cultural and educational components, as well as equity, diversity and inclusion themes, education and topics into existing orientation, leadership, student life and community engagement programs

KEY ACHIEVEMENTS

Involvement advising program

- Redeveloped overall structure of Involvement Advising program, updated intake questions for IA appointments and created advisor training sessions

Community Engagement program partners

- Dress for Success,
- Calgary Drop-in & Rehab Centre
- Women in Need Society
- Ronald McDonald House Charities
- Habitat for Humanity
- HIV Community Link
- Calgary Food Bank
- Alberta Wilderness Association

Global Citizenship in Toronto Community partners

- Art Gallery of Ontario
- Centre for Social Innovation

- Native Child and Family Services
- Parkdale Community Food Bank
- Royal Ontario Museum
- Scott Mission
- The 519
- The Tour Guys

Sustainable Cities Community Partners

- Community Partners:
- Canary Zero Waste Market
- Calgary Food Bank
- Calgary Municipal Land Corporation (CMLC)
- CAWST
- Central Library
- City of Calgary Transportation
- Elder Kerrie Moore
- Green Calgary
- Immigrant Education Society
- Money Mentors
- Raw Eatery
- Sidewalk Citizen

Equity, Diversity and Inclusion

- To increase Indigenous cultural awareness, Camp Lead featured a session on Indigenous Leadership hosted by Whitney Ogle. Online Orientation included information for new students on equity and diversity (including Indigenous Canadians). Homelessness at Home and Global Citizenshipship ucalgarycares continued to highlight diversity in the communities of Calgary and Toronto. Student Life's Last Lecture series featured topics on gender, equity and diversity.
- The Leadership and Student Engagement office earned a Sustainable Meetings Badge and Sustainable Waste Badge.

STAFF AWARDS AND RECOGNITION

- Dickie, Travis - Five Year Service
- Marallag, David - Co-op Student of the Year (19/20)

GRANTS OR FUNDING

- Students' Union Quality Money:
 - Student Activities Fund
 - Peer Helper Professional Development Program
 - ucalgarycares Indigenous Leadership and Engagement

- ucalgarycares Diversifying Participation in Experiential Learning
- Unwind Bonfire
- Anonymous Donor: UCalgaryStrong

PUBLICATIONS

- Student Success Blog, [Strengths-Based Teaching: The Role of CliftonStrengths for Postsecondary Students in Teaching Roles](#), Written by research team including Gareth McVicar, published August 22, 2019

CONFERENCES

- 2019 CACUSS Conference: Moh-Kins-Tsis, McVicar, Gareth, Necker, Carllie

- and Hirsche, Victoria
- Emerging Leadership Certificate, Continuing Education, Victoria Hirsche
- Taylor Institute Curriculum Mapping (all staff)
- Risk Management: Better Impact (all staff)
- HR Courses: UManage: Strategic Planning for Change, People Management, Managing Teams, Necker, Carllie

New Student Orientation	
Fall Orientation student attendees	4,626 (510 int'l)
Fall Orientation leaders	304
Fall Graduate Student Orientation attendees	780
UCalgaryStrong Carnival	1050
Fall Orientation Survey Received	1,548
Online orientation users enrolled	5,744*

* 2,149 users visited content pages

Leadership programs	
Camp LEAD student participants	92
Emerging Leaders student participants	160
Emerging Leaders mentors	120
Students engaged through SHAD, Leadership Exchange and other events	348
Leadership Exchange participants	264
Leadership on Demand participants	3,000
Peer Helper Program participants	303
Sophomore Leaders Program participants	70
Students completing CliftonStrengths	3,210

Co-Curricular Record Program	
Activities in the database	773
Positions in the database	4,566
Approved positions added to students' personal records	2,934
New student personal records added	1,145

Student life programs	
Last Lecture (2 gold-certified sustainable events) student attendees	50
UCalgaryStrong Carnival attendees	1,050
UCalgary Meet-Up (30 events) regis-trants	319 (72 int'l)
Unwind (25 events) attendees	1,860
Ice Box Carnival (SU collaboration)	200

Community engagement programs	
ucalgarycares Day and Night of Services participants	63
ucalgarycares immersion program participants (5 programs)	33
February Night of Services participants	21
Trick or Eat participants*	76
Co-operative Education students employed	2

* 2,027 pounds of food collected in support of the Campus Food Bank and Calgary Interfaith Food Bank, along with \$400 in online donations

Student Conduct Office

The Student Conduct Office works with all members of the university community to facilitate the resolution of alleged student non-academic misconduct.

Based Violence Policy for student Respondents.

Campus Alberta's toolkit, Tools for Success: Models for Exemplary Student Mental Health Initiatives at Alberta Post-Secondary Institutions.

KEY ACHIEVEMENTS

GOALS FOR 2019/20

- Develop and implement conflict management resources, including 1:1 Conflict Coaching, and development of a workshop series that builds capacity for healthy conflict resolution.
- In response to COVID-19 pandemic, further develop resources for students, faculty and staff related to managing conflict and responding to harassment in the virtual environment.
- Continue to develop and enhance the Upstanders program. Increase student knowledge of/participation in the program and develop new workshop offerings. Work with partners to ensure all content is available in a virtual format.
- Implement procedures related to revised Sexual and Gender
- Selected the Thomas Kilmann Conflict Mode Instrument (TKI) to support Conflict Coaching appointments, and launched the service in 2020 with appointments available through the Orbis portal.
- Developed and launched 90-minute Conflict Management 101 workshop, managing online conflict resource, and apologizing resource.
- Developed Student Conduct Office Infographic to support campus community understanding of formal and informal processes available through the office. Developed presentation to introduce new students to the office via the online orientation D2L platform.
- The Upstanders program moved all content online during the winter 2020 term and was featured in Healthy

- Customized Bystander Intervention Training to include COVID-19 and anti-racism scenarios, delivered session to students and community members affiliated with the Graduate College.
- Provided feedback for the new Sexual and Gender Based Violence Policy, sourced external trauma-informed investigators to conduct investigations of formal reports under the Policy.

GRANTS OR FUNDING

- Upstanders, funded by UCalgaryStrong

STAFF AWARDS AND RECOGNITION

- Jennifer Quin – SES 10 year service
- Renata Gordon – SES 5 year service

Student Success Centre

The Student Success Centre (SSC) supports students through programs and services that enhance learning and personal development from inquiry to degree completion. It does this through collaboration, research and community involvement.

The SSC focuses on three distinct areas: academic advising, learning and writing support to provide tailored learning assistance and advising programs, and no-cost one-on-one services for all undergraduate and graduate students. It also plays a key role in supporting several advising initiatives across campus.

GOALS FOR 2019/20

The Student Success Centre aimed to creatively develop programming and services that were evidence-supported and reduced barriers to student engagement. This included a continued focus on assessing programs and identifying gaps in student support, leading to the goals below.

- Review programs and revise service models to improve access and student experience to academic, advising and writing supports
- Expand program supports for students participating in the Academic Turnaround Program and work in collaboration with faculties to streamline processes for students applying and participating within the program.
- Explore support models for students learning within distance programs

- Enhance academic integrity awareness and support programming
 - Work alongside the development process for the Student Academic Misconduct policy to develop student resources including an Academic Integrity Handbook and website materials.
- Develop increased experiential learning opportunities for students within the Student Success Centre
 - Introduce a student Coop position to pilot a longer-term model for experiential learning.
 - Continue to review and develop professional development supports for student staff and student volunteers.

KEY ACHIEVEMENTS:

Review programs and revise service models to improve access and student experience to academic, advising and writing supports

- Academic Turnaround Program
 - Completed a program review including existing program feedback from student participants and survey data from staff and faculty engaged in delivering the program.
 - Replaced previous in-person information sessions with an online module to improve student access to program information prior to application.
 - Redesigned seminar programming

to include an additional Personal Resilience Stream alongside the existing Academic Success Stream. Restructured curriculum to enhance participation options for students including the introduction of reflective assignments and multiple ways to achieve successful engagement.

- Distance Learning
 - Drawing on early distance learning models developed within Writing Support and accelerated by the move to remote learning, successfully transitioned exploratory advising, academic support and writing workshop and appointment services to online formats.
 - Developed a series on online learning workshops to support students in Spring courses, along with self-serve online learning resources.
 - Increased access to New Student Registration Assistance for incoming International students due to online delivery model.
 - Successfully transitioned Grad Success Week, a 3-day, conference style collaborative event designed to support graduate student wellbeing and research and writing skills to an online format.
 - Introduced a Virtual Front Desk model to support remote learners as well as provided support to other student-facing areas in

developing similar models.

- Supported academic advising processes and regulations including academic review, change of program and awards in relation to the introduction of flexible grading options.
- Academic Integrity Awareness and Support Programming
 - Successfully developed and launched the Academic Integrity Handbook for students as well as online fact sheets.
 - Expanded Academic Integrity Week in early October to collaborate with the Students' Union and promote academic integrity through interactive games.
 - Increased workshops during Spring / Summer to provide additional academic integrity instruction to students during the transition to remote learning.
 - Launched online Academic Integrity Modules launched for the Faculties of Arts, Nursing and Social Work.
- Increase Experiential Learning Opportunities for Students within the Student Success Centre
 - Successfully piloted one student Coop position, leading to the hiring of an additional Coop position.
 - Introduced Peer Assisted Study Session (PASS) Peer Mentor roles as a progressive employment opportunity for students who had previous experience as PASS leaders.

Engaged New Student Registration Assistance (NSRA) Peer staff in meaningful additional experiential learning opportunities such as supporting NSRA program assessment projects and providing feedback on program materials (First Year Degree Guide, ATP Module).

GRANTS OR FUNDING

- Student Union Quality Money grant, Peer Assisted Study Sessions
- Intrinsic Learning: A Study of Assessment Practices in the Scholars Academy service projects

STAFF AWARDS AND RECOGNITION

- Alaa Dabboor – SES OMG Award (2020)
- Jennifer Parsons – Nominated, International Achievement Award
- Rory Phillips – Coop Student Award

PUBLICATIONS

Online resources

- Academic Integrity modules (Faculty of Nursing, Faculty of Social Work), Lee-Ann Penaluna and Alaa Dabboor
- Blog on Exploration Process Model for Undecided Student Advising for NACADA Canadian Advising Community, Deirdre Mooney,

Publications

- Hayden, A., Eaton, S. E., Crossman, K., Penaluna, L. A., & Lenart, B. A. (2020). Text-matching software in post-secondary contexts: A systematic review protocol. Canadian Perspectives on

Academic Integrity, 3(1), 6-24

- Jared Secord. 2019. Review of Philip Bosman, Intellectual and Empire in Greco-Roman Antiquity. Bryn Mawr Classical Review, 2019.8.24. <https://bmcr.brynmawr.edu/2019/2019.08.24/>
- Jared Secord. 2019. "Occult and Pulp Visions of Greece and Rome in Heavy Metal." In Classical Antiquity in Heavy Metal Music. Eds. Kristopher Fletcher and Osman Umurhan. London: Bloomsbury, 155-71.
- Jared Secord and Jessica Wright. 2019. "Approaches to Teaching the History of Medicine in Late Antiquity." Studies in Late Antiquity 3.4, 475-80.

PRESENTATIONS

- NACADA Annual Conference, Deirdre Mooney, Karen Quinn
- NACADA Region 8 - accepted, but cancelled due to COVID, Deirdre Mooney
- CACUSS - accepted, but cancelled due to COVID, Deirdre Mooney
- Attended CACUSS Coast to Coast International Advisors live webinars, Jennifer Parsons
- Alberta Council of Academic Integrity Conference, Lee-Ann Penaluna
- Canadian Consortium Day: ICAI, Lee-Ann Penaluna
- International Centre for Academic Integrity (ICAI) Annual Conference, Lee-Ann Penaluna



Writing Symbols Lodge

Writing Symbols Lodge provides culturally appropriate services to facilitate the success of Indigenous students in their pursuit of knowledge and higher education. Students can access academic, personal and cultural support services and programs. These include academic retention, career and employment, and youth outreach programming, as well as one-on-one advising and leadership training. Writing Symbols Lodge also provides a warm and supportive environment for the entire campus community.

GOALS FOR 2019/20

- Renaming the ASSERT program: Elder Diane Meguinis gifted the name Tiya Dagumisasry All of us try hard together (pronounced Tea-yah Koo – mah – suss – tih)
- Re-Entry into the Writing Symbols Lodge/Re-Entry Ceremony
- Creating a plan and executing a safe COVID safe environment for our staff and our students in August 2020

- Renaming the N.A.P.I Program: Elder Duane Mistaken from Kainai First Nation gifted the name Ótáp ímisskaan (pronounced Óo-tdúp-im-ss-gkhan) through ceremony
- Successfully adapted all Ótáp ímisskaan Indigenous Youth Leadership content for virtual facilitation and program delivery
- We were able to successfully transition and adapt our Indigenous Relations Training Program to an online delivery using Zoom
- Since the lockdown in March 2020, we have been able to increase our participation in our IRTP program
- ISAP program support moved to virtual online support with weekly workshops from March, 2020.
- Online ISAP pre-admissions support to applicants
- In partnership with the recruitment

team, we delivered a virtual online recruitment with Siksika High School in April 2020

KEY ACHIEVEMENTS

- Strengthened mental health supports through the engagement of Traditional Knowledge Keepers, research and a practicum project completed by Keeta Gladue, hosting an inaugural men's ceremony, and the Mental Health Grant
- Gifted a new name for the ASSERT program: Tiya Dagumisasriy – Indigenous Student Success and Engagement Program (translated “all of you try hard”)
- Increased Tiya Dagumisasriy programming attendance 76% (from 339 to 600 students), focusing on cultural-based programming that best supports the mental health and wellness of Indigenous students
- Built intercultural capacity through one-on-one consulting with students,

workshops, ceremonies open to non-Indigenous members of the UCalgary community, the Indigenous Relations Training Program, presenting at conferences, supporting faculty-based student initiatives, the ucalgarycares Yukon service learning trip, and additional workshops as requested

- Supported the Indigenous Strategy by:
 - Participating in Campfire Chats (working group and event)
 - Promoting all ii'tah'poh'to'p events and initiatives with registration lists, newsletters, emails, word of mouth and social media postings
 - Participating in the Indigenous Strategy Implementation Committee
 - Leading and participating in six Indigenous Strategy Sub-Committees and Task Forces
 - Supporting SES units and students applying for ii'tah'poh'to'p grants including proposal review and informal training

- Reviewing policies and procedures through an Indigenous lens
- Providing recommendations on metrics for measuring the impact of the Indigenous Strategy
- Working with SES units on best practices for implementing Indigenous practices and communicating with Indigenous students
- After months of consultation with Elders and campus stakeholders, gifted a new name for The Native Centre – Writing Symbols Lodge – in a ceremony including 11 Traditional Knowledge Keepers and members of the campus community (the new name, with signage including translations in four Indigenous languages, was revealed at the Indigenous Graduation Banquet and Powwow on June 1, 2019)
- With valuable input from Traditional Knowledge Keepers and youth involved in NAPI programming, as well as funding from corporate donors, expanded the content of the modules offered in the NAPI program

GRANTS AND FUNDING

- ATCO grant: \$50,000 as per our contract, which was renewed January 2020. ATCO is our primary sponsor for our Indigenous Relations Training Program
- ISAP Grant: Supporting Indigenous Students in Transition and in Emergency, Year 1 of \$100,000/year

STAFF AWARDS AND RECOGNITION

- Keeta Gladue – Five year recognition award

CONFERENCES

- SICC First Nations Language Keepers Gathering, Saskatoon, SK (November 2019), Karen MacDonald



Student Wellness, Access & Support

UCalgary works to create a campus environment where students, faculty and staff feel empowered to support each other and participate in maintaining their own health and wellbeing. Using a student-centered approach, Student Wellness, Access and Support offers comprehensive, holistic and accessible programs and services to foster all dimensions of wellness. These include the Faith and Spirituality Centre, Student Accessibility Services, Student Wellness Services, and the Women's Resource Centre.



Faith and Spirituality Centre

The Faith and Spirituality Centre (FSC) is a religion-positive space that welcomes people from all religious, spiritual, secular-based, and questioning or seeking viewpoints.

It offers a variety of spiritual and faith-based practices and encourages religious literacy, interfaith dialogue, cooperation, and action as a critical part of the student experience so students can be their authentic selves.

GOALS FOR 2019/20

Collaborative Sites and Remote Delivery

- In order to support distance learners, the Faith & Spirituality Centre will focus on service and program delivery to those learners through the following offerings:
 - Work with campus to use secure platforms for 1-1 videoconferencing for students and chaplains/representatives
 - Work on developing a podcast out of the FSC which will be housed on our website
 - When planning programs for the year, ensure that we offer some of our programs at other campuses (Sky Hill, Downtown, Foothills)
 - Offer opportunities for live streaming for our programs
- We will work on these deliverables over the next academic year and adjust these deliverables based on staffing.

Review and Evaluate the Indigenous Student Experience

- We will continue our relationships with the Writing Symbols Lodge and partnering with them for programs and supports (Sweats, T-S, etc...)
- We will work with SWAS and other areas (as needed) to develop a non-Western evaluative tool to review and evaluate programming and services for Indigenous students

Suicide Framework

- We will work to support the development of a campus wide suicide framework which

will include:

- Exploring the viability of offering peer support through our Centre – we will work with SWS and others to look at training, commitment, and supporting peer supporters
- Work with SWS to explore viability of creating cultural/religious brokers with our chaplains to support students
- Work over the next two years to ensure all staff, chaplains, and practicum/co-op students have robust mental health training (which can include ASIST, Community Helpers, MHFA, Working Mind, QPR, etc...)

KEY ACHIEVEMENTS

- Continue to offer four regular community building programs: DiversiTEA, Taste of Tuesday, and Wisdom Wednesday. Over the year, we engaged with over 1,000 students through these events
- Through our other programming, events, workshops and outreach activities, we engaged with over 4,000 students, staff, and faculty
- Continued to welcome 12 students in the Kaleidoscope Project – our co-curricular immersion winter reading break program
- Completed our Continuing Education course “Building religious & Cultural Inclusion in the Workplace” with 9 staff participants
- Conducted a 1-day pluralism workshop for the Faculty of Social Work for 27 MSW students.
- Our multi-faith spaces continue to experience 3,309 visits each week on average
- We visited 4 different sacred spaces in Alberta and engaged in religious and cultural literacy with 42 students, staff, and faculty
- Conducted 4 Pluralism in the Classroom workshops on Religious/Cultural Inclusion in the Classroom: Unconscious Bias and

- Christian Privilege and reached over 140 students.

- Conducted 3 Inclusive Event Planning workshops and reached 72 students, staff, and faculty
 - Purchased and learned how to use podcast equipment in preparation to support distance learners
 - Facilitated a semester long conversation with chaplains, staff and students about the ii' taa'poh'to'p Indigenous Strategy with the main goals of learning more about the strategy and developing ideas for implementation at the FSC.
- Developed a partnership with many on campus offices to study and develop a peer support programming report supporting the development of a FSC peer support team.

STAFF AWARDS AND RECOGNITION

- Nominated for the International Peace Awards – Religious Harmony

- Kaleidoscope at the KAICIID Dialogue for SDG's Conference in Vienna, Austria to 45 international guests.
- Presented the work of the Centre, specifically the Kaleidoscope Project to an international group of 80 interreligious dialogue practitioners in Rome, Italy

- Implementation of virtual delivery of services, accelerated by onset of COVID-19
 - Provided support to students by working with SES to eliminate the requirement for students to produce medical notes for absences.
 - Increased participation in workshops and training offered to students on supporting mental health. Total number of presentations promoting mental health support: 221 with 9686 attendees. Numbers attending harm reduction training sessions: 1223.
 - Apply an intersectional lens to programming and practice.
 - Developed a series of workshops to enhance cultural understanding for supporting Indigenous Students, supported by BSW practicum student.
 - Increased participation and training for peer support programming with 157 peer supporters in the roles of: peer listening, nursing volunteers, Ignite, Wellness Health Awareness Team, Student Medical Response Team.
 - Established a clearly defined and approved electronic record system for sexual violence support
 - Began to explore requirements and privacy considerations for new electronic medical reporting system.
 - Established advisory committee to develop suicide awareness and prevention framework, engaged in consultations on zero suicide framework and its applications in medical and university systems.
 - Collaborated with Writing Symbols Lodge to co-supervise a Bachelor of Social Work practicum student focused on enhancing collaboration between units and offering four training sessions on supporting mental health

- Addictions grant
- Advanced Education Provincial Training project grant
 - CIHR – SPOR research grant, with matched funding from Rossy Foundation funded Roots of Resiliency project
 - SU Quality Money supported the Ask First sponsored racism training as a foundation for sexual violence and consent work
 - SU Quality Money supported the Ignite Project, encouraging physical activity through peer support and mentoring
 - SU Quality Money supported an innovative project in the Faith and Spirituality Centre on compassion cultivation training
 - SU Quality Money supported seven Student Wellness Services staff to complete a 5-day Indigenous Tools for Living training
 - GSA Quality Money supporting Nomads program for graduate student peer support
 - SU Quality Money supported a Masculinities project. Training was adapted by building and standardizing consent training, with considerations regarding online delivery, and there has been an increase in athletic team programming.

- Kevin Wiens – Volunteer Peer Recognition Award, Caucus of College and University Ombudsmen
 - Jennifer Thannhauser – 2018 Excellence in Practicum Supervision Award (Werklund School of Education)

PUBLICATIONS

- Conversation Canada, Compassionate 'zero-suicide' prevention on campuses urgently needed - Debbie Bruckner, Andrew Szeto and Susan Barker

PRESENTATIONS

- Presentations were given at the annual conference of the Canadian Centre on Substance Use and Addictions on our harm reduction strategy, CPADs, Post-Alcohol Support Space (PASS): Debbie Bruckner, Andrew Szeto & Alex Klassen
 - Presented with the Centre for Suicide Prevention on our considerations for using Zero Suicide as a foundational framework at the National Suicide Prevention Conference: Debbie Bruckner, Susan Barker, Andrew Szeto
 - Presented at the Post-Secondary Education Partnership – Alcohol Harms national meeting: Debbie Bruckner
 - Presented at Australia and New Zealand Student Services Conference: Jennifer Thannhauser
 - Presented at Canadian Association of University & College Student Services: Calgary Post-Secondary Mental Health Network: Innovative and Collaborative Regional Approaches and Responding to Student Death: A Caring Campus Approach: Debbie Bruckner, Andrew Szeto, Susan Barker

Student Accessibility Services

Student Accessibility Services works collaboratively and innovatively with the campus community to create an accessible, equitable and supportive learning and living environment to enhance each student's academic and personal development.

Student Accessibility Services offers the following services: academic accommodations advising, campus accessibility advising, coordination of assistive services for students with disabilities, arranging disability-related funding for students, administering exam accommodations, running the Accessible Testing Centre, helping students identify and acquire appropriate assistive devices/technology, and running the Nat Christie Adaptive Technology Centre.

GOALS FOR 2019/20

- Implement first two modules of new Accessibility Management Database
 - Prepare work plan for MSC building maintenance projects
 - Develop new reporting format for provincial funders

KEY ACHIEVEMENTS

- Provided advising on academic accommodations and campus accessibility to 1864 students
 - Coordinated assistive services for students with disabilities:

- 7036 hours of note-taking support
 - 782 hours of academic strategist support
 - 179 Assistive Technology assessments completed
 - 271 request for Reduced Course Load status processed
 - 413 applications for disability-related grants funding completed
- 16,079 exams written at the Accessible Testing Centre
 - Nat Christie Adaptive Technology Lab accessed by 900 students

Student Wellness Services

Student Wellness Services works to create a campus environment where students, faculty and staff feel empowered to support each other and participate in maintaining their own health and wellbeing.

Everyone has a role to play in creating a healthy campus community. Using a student-centered approach, Student Wellness Services offers comprehensive, holistic and accessible programs and services to foster all

dimensions of wellness. This includes health services, counselling, and various events and programs.

GOALS FOR 2019/20

- Enhance support for UCalgary students studying at other sites
 - Develop a suicide framework for student support

- Improve upstream mental health and intercultural capacity building
 - Improve administrative systems

KEY ACHIEVEMENTS

- Provided support to distance students with establishment of Distance Student Support Advisor position and supplementing web-based supports and resources.

GRANTS AND FUNDING

- Advanced Education Mental Health and

- Russell Thomson – OMG SES Award
 - Jan Crook – Provost Star Award

Numbers served	2018-2019	2019-2020	Change
Counselling Centre appointments	8,728	7,192	-17.6%
Outreach/training participants (events, workshops, training programs)	11,457	10,909	-4.8%
Health appointments	30,405	28,903	-7.6%

Women’s Resource Centre

The Women’s Resource Centre (WRC) provides a safe and supportive place to advance gender equality and build community. It focuses on sharing, learning and teaching so that experiences are valued and everyone can access the resources necessary to make informed choices.

The WRC focuses on three pillars of work: wellness, leadership and diversity. Wellness supports women to achieve a healthy, balanced lifestyle. Leadership works to inspire self-awareness so women can lead consciously and authentically. Diversity promotes inclusivity and human rights, as well as building understanding.

GOALS FOR 2019/20

- Apply an intersectional perspective to programming and services
- Develop a deeper understanding of Indigenous people, history, and culture through events and activities
- Provide curated and intentional space to build a supportive and caring community

KEY ACHIEVEMENTS

- Hosted 47 events/workshop; total of 1087 attendees. Some major events include:
- Women Leaders Speaker Series featuring women leaders from the diverse backgrounds. (80 attendees)
- Invited 5 speakers: Koren Lightning Earle, Uyen Nguyen, Gillian McKercher, Janette Hurley,

and Rita Yembilah

- Women in Work Conference with Career Services & WRC Awards Ceremony 2020 (Previously the Women’s Leadership Conference) (130 attendees)
- Offered 9 workshops
- Distinguished Alumna: Arshiya Shareef
- Distinguished Graduate Student: Cindy Kalenga
- Distinguished Undergraduate Student: Manpreet Deol
- The Sheila O’Brien Award for Excellence in Leadership: Nicole Mfofo-M’Carthy
- December 6th Memorial Candle Making, Nov. 19 – 22 (35 attendees)
- 7th Annual Production of Eve Ensler’s The Vagina Monologues, Thursday, Nov. 7, 7 – 10 p.m. (350 attendees; 25 cast members)
- Indigenous Wellness & Healing, Thursday, Oct. 17, 12:30 – 1:30 p.m. (20 attendees)
- A UFlourish event exploring mental health issues, accessing services for Indigenous populations and Indigenous healing practices.
- Ecofeminism: A movement for the times with Joe Kadi on Wednesday, Oct. 30, 3 – 5 p.m. (25 attendees): A participatory discussion to learn about

the important movement for ecological justice and social justice.

- Responding to Disclosures on Wednesday, Nov. 6, 5 – 8 p.m. (15 attendees): This workshop was facilitated by Calgary Communities against Sexual Abuse to develop participants’ understanding of how sexual assault can impact an individual while also strengthening their ability to respond to a disclosure in a positive and supportive manner.
- During the 16 Days of Activism Against Gender Based Violence we hosted the following events:
 - The Sex Ed Class You Never Had (and Deserved to Have), Monday, Nov. 25, noon – 2 p.m. (30 attendees)
 - A session facilitated by Karen B.K. Chan focused on learning about the awesomeness of your body, about connecting to pleasure, or about how to actually “do” consent without wilting with awkwardness and addressing myths about STIs, turn-ons/offers and more.
- Doing Social Justice Compassionately, Monday, Nov. 25, 4 – 6 p.m. (42 attendees):
- A session facilitated by Karen B.K. Chan focused on cultivating and practicing accountability skills like “Calling In” to address powerful forces that resist change.

- As a part of Diversity Days 2020, we hosted Introduction to Métis Finger weaving, Thursday Jan. 30, 3 – 5 p.m. (15 attendees). Facilitated by Chantal Chagnon, this session focuses on the cultural significance and tradition of Métis finger weaving.
- During Sexual and Gender Wellness Week 2020, we hosted Working with Sexually and Gender Diverse Youth and Their Natural Supports Wednesday, Feb. 5, 3 – 4:30 p.m. (35 attendees): Facilitated by Centre for Sexuality, this session explored tools to support LGBTQ2S+ youth and their families.
- “Black Hair” Screening and Discussion on Thursday, Feb. 27, 5 – 7 p.m. (20 attendees): A discussion about the political implications of black hair for black people, including appropriation, anti-blackness and ingenuity.
- Curating a Sustainable Wardrobe Series and Clothing Swap, Friday, Nov. 29, 1:30 – 4:30 p.m. & Monday, Mar. 2, noon – 2 p.m. (40 attendees): Hosted clothing swap shop in WRC library and invited Calgary fashion blogger Ally Tran to learn how to curate a sustainable wardrobe.
- Painkiller: Inside the Opioid Crisis, Thursday, Mar. 12, 6 – 8:30 pm (30 attendees): Hosted in collaboration with Student Wellness Services, the documentary seeks to raise awareness and end the stigma of addiction by educating and informing viewers on

what Fentanyl is and how it is affecting our country.

- Centering Black Women’s Voices & Experiences, Friday, Feb. 14, noon – 2 p.m. (150 attendees): In collaboration with the Faculty of Social Work, a celebration of the contributions of Canadian Black Women.
- TED & Tea: Hosted 5 TED Talk screenings throughout fall and winter (40 attendees)
- Hosted 2 de-stress events and a women’s support group in Residence & Family Housing (30 attendees)

GRANTS OR FUNDING

- SU Quality Money: Ask First 2 – Challenging Attitudes & Beliefs (July 2018 – June 2023)

STAFF AWARDS AND RECOGNITION

- Nanako Furuyama – The Risk Shining Star Awards recognized by Risk Management during Health and Safety Week

WRC Peer Helper Program	
Active Peer Helpers	65
Total Volunteer Hours	4,050

Impact (assessment by Peer Helper Survey)

- 100% of peer helpers have indicated that they are more aware of diversity and respect differences regarding race, culture, gender, sexual orientation, ethnicity, religion, physical ability age and appearance.
- 75% of peer helpers have developed a deeper understanding of Indigenous people, history, and culture through events and activities
- 90% feel more confident having conversations that challenge negative stereotypes and myths about sexual assault
- 70% feel safe reporting sexual assault and harassment, knowing that campus is dedicated to providing resources and a community of support
- 100% are satisfied with their volunteer experience with the WRC
- 100% recommend the WRC to others who are looking for volunteer opportunities on campus



Student Ombuds Office

The Student Ombuds Office helps resolve student problems and complaints within the university. The office is neutral and functions independently of the university administration. An ombuds can be described as an advisor, and may look into whether proper procedures were followed. The ombuds may bring to the attention of the university administration gaps and/or inadequacies in existing rules and regulations in an attempt to achieve fairness and due process for those involved.

GOALS FOR 2019/20:

- Compile annual student contact and traffic data and present via MNIF and annual summary report.
- Enhance online self-service support available through department web site, e.g. through the introduction of a FAQ page.
- Continue to engage with key stakeholders, especially those who commonly refer to or from Student Ombuds Office.
- Set basic framework for business continuity in the event of an unexpected medium- to long-term absence of the current Student Ombuds.
- Improve awareness of inclusion issues for racialized populations by taking advantage of professional development opportunities and committee participation, if possible.
- Prioritize activities and initiatives relating to UCalgary's COVID response.
- Capitalize on the proliferation of online PD opportunities for the duration of the COVID response.
- Maintain professional network through participation in Canadian, American, and international ombuds associations.

KEY ACHIEVEMENTS:

- Positive representation of Student Ombuds Office in presenting annual summary report to APPC and SES Council.

- Maintaining of strong and productive relationships with partner offices on campus, including faculty advising offices, Registrar's Office, Student Appeals Office, Students' Union, and Graduate Students' Association.
- Production and launch of a new "RTW Basics" YouTube video to provide a low-level explanation of how students can navigate a requirement to withdraw ruling. 150+ views in first 4 months following deployment.
- The office relocated to the MacEwan Student Centre

PUBLICATIONS

- "Requirement to Withdraw: The Basics", YouTube video

CONFERENCES

- Association of Canadian College and University Ombudspersons (ACCUO) Western Regional Meeting
- Degrees of Deceit: Understanding the Landscape of Counterfeit Credentials and University Admissions Fraud, webinar
- U of T National Dialogues and Action for Inclusive Higher Education and Communities, national forum
- BC Ombuds Office Systemic Investigation, webinar
- California Caucus of College and University Ombuds, annual conference
- Antisemitism: 76 Years After the Holocaust, Calgary Public Library, webinar
- Diversity and Inclusion Workshop, University of Guelph
- Alberta Network of Ombuds in Higher Education, spring meeting
- ACCUO AGM

Marketing and Communications

The Marketing and Communications team supports all units in Student and Enrolment Services. This involves communications advising, project management, web maintenance and design, and strategy development. The team also engages with University Relations and faculty communicators on broader university marketing and communication initiatives.

GOALS FOR 2019/20:

- Complete all remaining components of the SES website redesign project
- Continue to improve the consistency and quality of SES marketing and communications materials
- Provide quality services to all SES units
- Develop new First Year Degree Guide and Academic Programs pages
- Improve content planning to increase site visits and social media followers (target of 15,000 followers)

KEY ACHIEVEMENTS:

- Completed a 12-month campaign (Jan. 2019 – Jan. 2020) to redesign all SES websites
- Redesigned the First Year Degree Guide to allow for a better user experience and a more efficient annual update process

- Moved all academic program pages to a more user-friendly page structure -- to allow faster updates to content in the future
- Worked with SES units to reduce paper usage -- helping move promotional activities online or to digital screens
- Redesigned promotional materials for SES events to better align with institutional branding
- Completed a collaborative rebranding process with Career Services, providing a set look and feel to strengthen awareness on campus and reduce the amount of custom design concepts required for future projects
- Provided the branding, communications, and creative services support for the renaming of the Native Centre to Writing Symbols Lodge, including signage, web and print materials



Committee, board and working group participation

Internal

- Academic Crisis Management Team
- Academic Discipline Group
- Academic Integrity Discipline (Graduate)
- Academic Integrity Discipline (Undergraduate)
- Academic and Research Leadership Team
- Academic Program Sub-Committee
- Academic Turnaround Working Group
- Calendar and Curriculum Sub-Committee
- Campus Mental Health Strategy
 - Communications Subcommittee
 - Evaluation Subcommittee
 - Implementation Committee
 - Policy Review Subcommittee
 - Programs Subcommittee
 - Strategy Evaluation Subcommittee
 - Teaching and Learning Subcommittee
- Campus Career Consortium
- Career Articulation Program
- Chaplaincy Advisory Committee (University of Calgary Anglican chaplaincy)
- Data Governance (DGAG)
- Dimensions EDI Steering Committee
- Diversity and Equity Network Committee
- Emergency Operations Group (EOG)
- Enterprise Reporting Working Committee
- Equity, Diversity and Inclusion Network
- Equity, Diversity and Inclusion Week Committee
- ERP Steering Committee
- Exam Proctoring Platform Project Committee
- Experiential Learning Working Group
- Experiential Platform Working Group
- Faculty of Graduate Studies Council
 - EDI Working Group
- First Year Experience Committee

- General Faculties Council
- Graduate Academic Program Sub-Committee
 - Decision Support Team
- Gender and Sexuality Diversity Week Committee
- ii' taa'poh'to'p Grants Adjudication Committee
- Indigenous Graduate Oversight Committee
- Indigenous Policies Review Committee
- Indigenous Strategy Committee
 - Ethical Space Subcommittee
 - Grants Subcommittee
 - Implementation Committee
 - Indigenous Pathways Subcommittee
 - Intercultural Capacity Building Subcommittee
 - Renewal and Community Reporting Subcommittee
 - Student Experience & Inclusion Subcommittee
 - Policies, Procedures & Practice Subcommittee
 - Faculty & Staff Experience Subcommittee
 - Working Group
 - Steering Committee
- International Day of Action Against Contract Cheating 2019 Planning Committee
- International Plan Stakeholder Committee
- International Student Support network
- ISAP Oversight Committee
 - Diverse Qualification Admissions Committee
- International Student Support Network
- Issues in Online Learning Environments
- MacKimmie Building Project Steering Committee
- MaPS Executive Committee
- National Day of Remembrance and Action on Violence Against Women, Advisory Committee
- Mental Health Strategy
- NCAP Steering Committee
- Newcomers and International Student Subcommittee
- Open Studies Advisory Group
- Online Orientation Working Group
- Orientation Advisory Committee
- Provost International Strategy Committee (PISC)
- Pluralism and Global Citizenship Committee
- Pluralism & Religious Diversity Week
- Refuge Student Board
- Sexual Violence Policy Coordination Committee
- Senior Advisors Committee
- Student and Enrolment Services, Community of Practice: Diversity, Equity & Inclusion
- Student and Enrolment Services Council
- Student At Risk Committee
- Substance Use Advisory Committee
- Suicide Framework Advisory Committee
- Sustainability Coordinators Community of Practice
- Taylor Institute Indigenous Strategy Committee
- Tipi & Smudge Task Force
- Threat Assessment Committee
- Tuition and Fee Consultation Committee (TFCC)
- UCalgary Pride Planning Committee
- UCalgary Undergraduate Awards Committee
- UCAN Steering Committee
- UFlourish Week Committee
- Volunteer Registration and Management System Advisory Committee
- Zoom Implementation Steering Committee
- External
- AACRAO
- Alberta Post-Secondary Counsellors'
- Alberta Council on Admissions and Transfer (ACAT) Contact Persons

- Advanced Education, Application & Enrolment Reporting Steering Committee
- Alberta Post-Secondary Application System Business Team
- Alberta Registrar's Association (ARA)
- APAS Steering Committee
- Association Board of Directors, The Hangar Flight Museum
- Association of Registrar's of the Universities and Colleges of Canada (ARUCC)
- Association of Student Aid Personnel of Alberta (ASAPA)
- AUPE Bargaining Committee
- Calgary Indigenous Post-Secondary Group: UCalgary, MRU, St. Marys U, Bow Valley College, UAlberta, USask, UManitoba
- Calgary Local Immigration Partnership
- Calgary Regional Post-secondary Mental Health Network Committee
 - Community Collaborations Subcommittee
 - K-12 Subcommittee
 - Primary Care and Alberta Health Services Subcommittee
- Campus Alberta International Educators
- Canadian Bureau of International Education
- College of Alberta Psychologists Oral Ethics Examination Committee.
- Graduate and Postdoctoral Development Network
- Indigenous student Centre Network
- International Centre for Academic Integrity
- Inter-provincial Transfer Forum
- NACADA Region 8 Conference
- Post-Secondary Educational Partnership- Alcohol Harms
- Tomorrow's Leaders – Scholarship Subcommittee
- Transitions to Adulthood Provincial Conference Planning Committee
- WARUCC

Our SES team

Office of the Vice-Provost (Student Experience)

Susan Barker
Vice-Provost (Student Experience)

Kathy Steinhauer
Executive Assistant

Office of the Registrar

Al-Bastami, Rama
Admissions Assistant

Anton-Wood, Lindsey
Applicant Support

Armstrong, Kishana
Enrolment Services Advisor

Ashton, Hannah
Applicant Services Manager

Azuelos, Isaac
Admissions Officer

Barclay, Shannon
Financial Aid Administrator

Bedard, Bobbi
Recruitment Assistant

Belcon, Ashley
Student Recruitment Advisor

Belton, Gary
Admissions Officer

Bennett, Jessica
Applications Assistant

Bhaskaran, Omprakash
Senior Advisor

Borbely, Mayda
Recruitment Advisor, Intl

Brandt, Brian
Administrative Support

Camarao, Eloizza
Enrolment Services Administrator

Carter, Mark
Programmer/Analyst

Carter, Tim
Applications Assistant

Castronuovo, Gretchen
Training Analyst

Chan, Gillian
Student Recruitment Advisor

Chupik, Taebry
Enrolment Services Advisor

Cueto, Jenny
Admissions Officer

de Roaldes, Jennifer
Associate Registrar

Diegel, Tammy
Enrolment Services Advisor

Dixon, Cassie
Enrolment Services Advisor

Engler, Andrew
Enrolment Services Advisor

Farrell, Alison
Coord, Alberta Recruit & Event

Finlay, Kelsey
Indigenous Recruitment Advisor

Fitzsimons, Sarah
Enrolment Services Advisor

Flynn, Sarah
Applications Assistant

Foo, Sydney
Applications Assistant

Fraser, Alexis
Student Recruitment Advisor

Galambos, Jacqueline
Community Liaison Advisor

Galappathy, Ayomi
Programmer/Analyst

Gee, Anita
Undergraduate Award Officer

Giroux-Wong, Shannon
Student Recruitment Advisor

Goff, Caeleb
Enrolment Services Advisor

Gollaz Mena, Monica
Admissions Officer

Hernandez, Jessica
Enrol Svcs Admin Receptionist

Hernandez, Vanessa
Enrolment Services Advisor

Hrenewich, Emily
Enrolment Services Advisor

Hutchuk, Nicole
Coordinator, Admin Services

Jin, Olivia
Applicant Support

Jokic, Sonia
Enrolment Services Advisor

Jones, Brian
Academic Scheduling Analyst

Kelly, Steven
Assistant Registrar

Khaira, Mandeep
Admissions Assistant

Khajeh, Saeideh
Senior Admission Officer

Kitcher, Thomas
Admissions Officer

Ozon, Jeanette
Convocation Assistant

Kowbel, Charlene
Exam Proctor

Kurtze, Lindsay
Sr. Degree Audit Coordinator

Lee, Jusang (Jeff)
Asst Registrar, Planning Sys

Leung, Vivian
Student Records Advisor

Li, Xin
International Application Assistant

Lodge, Lisa
Registration Officer

MacKenzie, Michelle
Assistant Registrar

Markwell, Courtenay
Enrolment Services Advisor

Martin, Kim
Undergraduate Award Officer

Maude, Jolene
Assistant Registrar

May, Joel
Manager, Undergraduate Awards

McCutcheon, Barbara
Scheduling Coordinator

McInnis, Moira
Student Recruitment Advisor

McLaughlin, Steven
Assc Registrar, Planning & Sys

McLeod, Kimberley
Manager, Scheduling

McMullen, Kelly
Analyst, ERP

Melendez, Angela
Admissions Officer

Metcalfe, Melissa
Enrolment Services Advisor

Montiel, Maria
Student Recruitment Advisor

Mowreen, Tanziha
Admissions Officer

Muir, Andrew
Analyst, ERP

Nijjer, Ekroop
Receptionist

Obiso, Maria
Admissions Officer

Orgill, Tiffany
Team Lead - Fees and Finance

Poland, Carol
Calendar Editor

Pols, Alynne
Admissions Officer

Pyke, Tracey
UGRD Award Tech Coordinator

Rawlings, Hannah
Applicant Support

Rowsome, Dave
Research Associate

Saweczko, Angelique
University Registrar

Saunders, Katie
Admissions Specialist

Scott, Katelyn
Undergraduate Award Officer

Sharma, Jyoti
Graduation & Convocation Officer

Shaw, Jenna
Admissions Officer

Skjolde, Lana
Analyst, ERP

Sloan, Whitney
Enrolment Services Advisor

Smart, Courtenay
Manager, Exam Centre

Steele, Alison
Student Recruitment Advisor

Stephenson, Valerie
Spcl, Enrolment & Registration

Stewart, Renée
Award Account Officer

Sturley, Maximilien
Student Recruitment Advs, Dig

Tamagi, Mikayla
Recruitment Advisor, Intl

Tsang, Philip
Programmer/Analyst

Turcotte, Candace
Admissions Officer

Walker, Taryn
Advisor, Enrolment Services

Wild, Justine Alandra
Alberta Student Recruitment Advisor

Wood, Vanessa
Deputy Registrar, Enrolment Services

Woods, Susan
Senior Advisor

Zhang, Philip
Programmer Analyst

Student Services

Jennifer Quin
Senior Director, Student Services

Renata Gordon
Operations Coordinator, Student Services

CAREER SERVICES

Hana Al-Kebsi
Program Assistant

David Cataford
Career Development Specialist, Undergraduate Students

Cyndy Chan
Business Operations Team Lead

Lawrence Chan
Career Advisor

Matthew Geddes
Career Development Specialist, Masters Students

Liliana Gonzalez
Career Development Specialist, International Students

Munira Hirji
Business Operations Coordinator

Sarah Jacknife
Career Development Specialist, Indigenous Students

Nora Molina
Director, Career Services

Jemimah Ogundele
Communications & Events Coordinator

Devika Pandey
Employer Relations Specialist

Stephanie Warner
Career Development Specialist, PhD Students

INTERNATIONAL STUDENT SERVICES

Ricky Ramdhaney
Manager, International Student Services

Garrett Beatty
Advisor, International Student Intercultural Programs

Rachel Joshaghani
Administrative Assistant

Kirsty Gruber
Advisor, International Student Transition Support

Lien Tran
International Student Specialist, Immigration

LEADERSHIP AND STUDENT ENGAGEMENT

Barry, Andrew
Community Engagement Coordinator (2019)

Desrosiers, Lindsay
Community Engagement Coordinator (2020)

Dickie, Travis
Marketing and Communications Coordinator

Lee, Heather
Student Life Coordinator

Hirsche, Victoria
Leadership and Training Programs Coordinator

Hickie, Clare
Student Engagement Program Assistant

McVicar, Gareth
Manager, Leadership and Student Engagement

Merchant, Shirin
Office and Accounts Assistant

Oler, Lenore
Events and Sponsorship Specialist

Spurlock, Kelly Kay
Orientation and Student Involvement Coordinator

Zhu, Xing
Administrative Assistant

16 Student Staff

WRITING SYMBOLS LODGE

Keeta Gladue
Indigenous Student Advisor, Tiya Dagumisasriy: the Indigenous Student Services and Engagement Program Lead

Sierra Koochicum
Ôtáp imisskaan Program Student Team Lead

Karen MacDonald
Manager, Writing Symbols Lodge

Reagan Markwell
Indigenous Student Access Program Coordinator

Sophia Pancic
Indigenous Relations Training Program Coordinator

Marla Wolf Leg
Administrative Coordinator

OFFICE OF STUDENT CONDUCT

Jennifer Quin
Sr. Director, Student Services

Andrew Barry
Coordinator, Student Conduct

Renata Gordon
Coordinator, Student Conduct (Residence)

STUDENT SUCCESS CENTRE

Christine Barr
Administrative Coordinator

Dan Birch
Academic Advisor, Open Studies Students

Jessica Cohen
Coordinator, Scholars Programs

Alaa Dabboor
Program Coordinator, WSS

Lesley Gerein
Senior Specialist, Academic Advising

Mariann Howell
Academic Strategist

Kaliopi Kollias
ADS, Academic Turnaround Program lead

Stephanie Lee
Scholars Academy Program Assistant

Melanie Li
Coop, PASS

Steve Mason
Manager, Learning Support Programs

Deirdre Mooney
Academic Advisor, Exploratory Students

Paul Papin
ADS, Graduate student support

Jennifer Parsons
ADS, International

Lee-Ann Penaluna
Coordinator, Academic Integrity Programs

Rory Phillips
Coop, PASS

Karen Quinn
Academic Advisor, Open Studies Students

Roxanne Ross
Director, Student Success Centre

Jared Secord
Academic Strategist

Dina Taher
ADS, Student Athletes

Heather Thompson
Academic Strategist

Kaitlin van Geel
Academic Strategist

Student Wellness, Access and Support

Debbie Bruckner
Senior Director, Student Wellness, Access and Support

FAITH AND SPIRITUALITY CENTRE

Simon Bondoc
Program Coordinator, Faculty of Arts Co-op

Elyse Brazel
Education Coordinator

Seth Eras
Pluralistic Engagement Coordinator

Marya Abma
BSW Practicum Student

Sarah Ashton
Practicum Student

Makayla Freeman
Student Staff

Juan Rojas
Student Staff

Faith Representatives/ Chaplains:

Phil Aud

Suresh Bhat

Sandra Brask
Cristino Bouvette
Danielle Braitman
Rabbi Groner
Imam Hadi Hasan
Sukhman Kaur Hehar
Kelly Johnson
Ken Madden
Carmen Maier
Tim Nethercott
Pearl Nieuwenhuis
Margaret Propp
Usha Sharma
Fayaz Tilly
Noureen Tilly
Jef Tsui
Paul Verhoef

STUDENT ACCESSIBILITY SERVICES

Lisa Banash
Access Advisor

Rob Blake
Assistive Services Advisor

Micheal Code
Access Advisor

Mary Cole
Access Advisor

Mitchell Cook
Exam Administrator

Meghan Mak
Access Advisor

Brenda McDermott

Exam Supervisor

Nicole Montford
Exam Administrator

Hilary Neatby
Exam Administrator

Judy Smith
Administrative Coordinator

Johanne Tottle
Director

Leanne Wong
Administrative Assistant

60 casual staff
Providing note taking, proctoring, and educational assistance

STUDENT WELLNESS SERVICES

Ahmed Ali
Student Support Advisor

Lucy Amadala
Counsellor

Madhu Aul
Physician (contract)

Kevin Baird
Psychiatrist (contract)

Gigi Bekele Ashagra
Receptionist

Linda Belenczuk
Massage Therapist (contract)

Mike Bell
Behavioral Health Consultant (contract)

Carla Bertsch
Sexual Violence Support Advocate

Garner Blieske
Massage Therapist (contract)

Debbie Bruckner
Senior Director, Student Wellness, Access & Support

Sarah Cairncross
Physician (contract)

Savannah Carby
Operations Coordinator

Georgia Carstensen
Manager, Health Promotion & Outreach

Florence Chan
Physician (contract)

Michelle Churchill
Billing Coordinator

Anna-Lisa Ciccocioppo
Counsellor

Adrianna Cooper
Student Support Advisor

Sandra Dubyna Moench
Receptionist

Gail Fleck
Massage Therapist (contract)

Stephanie Foster
Sessional Counsellor

Roxanne Gardener
Nurse

Jeannie Gorrie
Provincial Mental Health Training Coordinator

Linda Hastie
Nurse Manager

Julie Hong
Physician (contract)

Shereen Kangarloo
Chiropractor (contract)

Sameena Khan
Physician (contract)

Alex Klassen
Counsellor

Rachel Susan Koehler
Nurse

Kirsten Kot
Student Support Advisor

Peta Laing
Nurse

Jen Lee
Physician (contract)

Danni Lei
Counsellor

Kailey Lewis
Marketing and Communications Coordinator

Eileen Ma
Physician (contract)

Megan MacKay
Student Support Advisor

Mandy McCaughley
Community Training Coordinator

Kelsey McWilliams
Student Support Advisor

Lois Milne
Physician (contract)

Chantel Mitchelitis
Receptionist

Elizabeth Nguyen
Physician (contract)

Yasmeen Nosschi
Harm Reduction Support Advisor

Kome Odoko
Student at Risk Support Advisor

Whitney Ogle
Indigenous Student Support Advisor

David Opresnik
Chiropractor (contract)

Rayna Patel
Administrative Coordinator

Susan Perry
Administrative Coordinator

David Pow
Physician (contract)

Zsuzsi Regmi
Student Support Advisor

Katherine Schurer
Sessional Counsellor

Rachel Schuster
Chiropractor (contract)

Hilary Schweitzer
Mental Health Nurse

Joel Tappay
Physician (contract)

Jennifer Thannhauser
Associate Director, Counselling

Russell Thomson
Health Promotion Coordinator

Rachel Trebilco
Sexual Violence Support Advisor

Trevor Trinh
Physician (contract)

Jeff Vander Werf
Counsellor

Mavis Wahl-Leblanc
Massage Therapist (contract)

Kevin Wiens
Manager, Student Wellness Support

Megan Wolfe
Nurse

Katrina Worth
Receptionist

WOMEN'S RESOURCE CENTRE

Di Honorio
Program Assistant

Nanako Furuyama
Coordinator

Julianna Lyon
Project Assistant/Co-operative Education Program

Student Ombuds Office

Jeff Stransky
Student Ombuds

Marketing and Communications

Rand Al-Hashmy
Intercultural Marketing and Communications Advisor

Casey Blais
Senior Marketing and Communication Advisor

Randal Cacayuran
Web and Marketing Assistant

Justina Contenti
Marketing and Communication Advisor

Audrey Delamont
Graphic Designer/Web Developer

David Melchin
Graphic Designer/Web Developer

Shakera Swizardyk
Web Communication Specialist

Stephanie Talbot
Senior Marketing and Communication Advisor

Caleb Zimmerman
Director



**Office of the Vice-Provost
(Student Experience)**

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